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1998-225C

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME

New Dimensions Communications, Inc.
d/b/a Fast Phones

QUARTER / YEAR

4th / 2009

Month:

OCT

NOV

DEC

Number of Customer Access Lines

134711711082

Trouble Reports / Access Line (%)

Customer Out of Service Clearing Times (%)

97%96%97%

New Installs Completed w/in 5 Days (%)

85%85%87%

Commitments Fulfilled (%)

99%99%99%

Comments / Explanations: _____

Person Making Report / Contact Information: Connie White